

INTEGRATED CUSTOMER INTERFACE SYSTEM FOR WEB BASED
COMMUNICATIONS NETWORK MANAGEMENT

Abstract

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A web-based, integrated customer interface system for enabling customer management of their communications network assets. The customer interface system is provided with a Web based GUI for enabling a customer to interact with one or more communications network management resources for providing products and services, and utilizes a Web paradigm to allow easy and convenient access to all of the telecommunications services from the customer's perspective. The telecommunications products and services delivered to a client workstation having an integrated customer interface include: 1) report requestor, report viewer, and report management applications enabling a customer to request, specify, customize and schedule delivery of reports pertaining to customer's networks; 2) centralized inbox system for providing on-line reporting, presentation, and notifications to a client

COS-97-087

workstation; 3) a real-time monitoring system enabling
20 a customer to monitor call detail statistics and call
detail data pertaining to usage of their special
service networks; 4) Broadband system for presenting
to customers a physical and logical views of their
Broadband data networks and providing Broadband network
25 performance information; 5) a toll-free network
management system enabling customers to define their
own 800/8xx toll free number routing plans via the
Web/Internet; 6) an Outbound Network Management (ONM)
system for managing customer's private networks; 7) an
30 event monitor system for providing customers with
various reports and information relating to their
packet-switched (Broadband data) and circuit-switched
(voice) networks in real time or near-real time; 8) a
trouble ticket tool enabling a customer to open and
35 monitor trouble tickets relating to network events on
an enterprise network; 9) a Web-based invoice reporting
system allowing the customers access to their billing
and invoice reports associated with network services
provided to a customer; 10) a web-based call manager
40 service enabling call center customer's to control
delivery of toll free calls from the communications

COS-97-087

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enterprise network to call centers having automatic
call distributors; 11) an Internet "online" order entry
and administration service to enable customers to
manage their telecommunications accounts; and, 12) a
system for handling security and authentication
requests from both client and server side of the
applications implementing the suite of
telecommunications network management products and
services.

COS-97-087